



# Round House Cafe Customer Feedback

## Questions, Answers and Comments

**Beth: You are the best. Thank you for all of the effort and hard work your team put into providing our catering on Thursday night and Friday. It is wonderful working with you and your team. The breakfast and lunch food was amazing. I will be calling you again to cater our next event.** Thanks for writing. This feedback is a combination of TWO e-mails regarding the same events, both received from Education for back-to-back activities held for school opening. Beth Holliday, ARAMARK Catering Manager responded, “This is what makes my job great.” If you need catering, give us a call! Thanks for the kind words.

**I have to comment on having such great staff everyday...you guys must do or treat your staff with a special pep talk or communication board of some kind. They always seem to have a good attitude, friendly smiles and are knowledgeable about the items where they are stationed.** Thanks for the kind words. We will pass them on to our staff. Everybody appreciates kindness.

**Why don't you sell the hand-made tortillas in like bags of six or 12 for us to buy and take home at the end of the day?** This is a great idea! Watch for them soon!

**Thanks for the veggies & dip, ham & cheese cubes -- dare I say "healthier" type snacks. Perfect for my type 2 diabetes. Thank you.** Glad you like them. We have also reintroduced hard boiled eggs from time to time. Diabetes is a major concern and we are working to address it. We have also introduced some sugar-free desserts. (See comment below).

**Love the Bronto Ribs! Could you give us some wipes and/or bibs on the days they are served? Don't want to get BBO sauce on my shirt!** Thanks for the idea. We have ordered them and they should be here the next time we serve them.

**Very much appreciate the free coffee service in the break rooms. A while back, there were some samples of a White Tea w/Orange. Can we get that stocked on a regular basis?** Thanks for asking. We took care of it!

**I appreciate the hard work the staff does in the Round House Cafe and love having breakfast there - every morning in fact! I have my usual a breakfast burrito & a cranberry juice. The breakfast crew is great!** Thanks for the kind words.

**Why do the breakfast folks always seem to be in such a hurry to close up? I was there at 9:28 today and it just seemed like I was this BIG imposition! I was told 'We close at 9:30. Just so you know.' Didn't know the closing time was so definite!** While we do have to switch over to lunch and take breaks, etc., we should not be in such a hurry to close things down. We have spoken to our staff about breakfast closing procedures and told them to relax a bit in their rush to “close up shop.” Thank you very much for letting us know. Hopefully, you'll see an improvement.

## **Kudos & Clouts (Customer Comments and/or Suggestions)**

- I absolutely LOVE the red posole!
- I like having the fresh-baked breads and rolls available.
- No chicken on the salad bar today? (Sorry, missed it; fixed it.)
- The grilled chicken w/mango dressing was great! I hope you offer it again in the future.
- Could you please serve sugar-free Jell-O cups?
- I love the hand-made tortillas. Thanks for bringing them back.
- 500 Calorie Salads are not healthy. 500 Calories is too much! Dressing is a killer.
- \$1 for a refill on the coffee is too much money. I'm going to Starbucks. They know how to treat their customers.
- Fire roasted salsa on the 500 Calorie burrito was delicious!
- My 500 Calorie beef burrito was full of gristle! (Thanks for letting us know – we gave you a refund).
- The cheeseburgers are EXCELLENT! The guy who cooked my burger showed great customer service skills!
- This morning's tortillas were hard & dry. Please don't serve them “the day after.” (Thanks for letting us know).
- It's too easy not to pay. Cashiers need to pay attention to people walking out without paying.
- Need napkins at the oatmeal/soup station. Sometimes I spill and don't have anything to clean up with. (We'll do it).
- Carrot Cake for dessert? (We'll give it a try).
- LOVE Loco Moco for breakfast – now, can we have it for lunch some day? (We'll do it).
- The chicken on our last few caterings has been rubbery and warm at best (Thanks for letting us know. We'll adjust).
- Raspberry Iced Tea in the Fountain Drinks? (We have limited heads available – but maybe in with the side teas!)

## **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC Connections intranet home page. At the bottom of the right column, click on the link that says “Round House Cafe”. On the next page, click on “Round House Cafe.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions and/or comments that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

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